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ABSTRACT

This report contains the task list for the pharmacy technician program in the state of Idaho. The task list reflects the current trends and skills necessary for an employee to obtain a job in this industry in Idaho, retain a job once hired, and advance in the occupational field. Technical information provided includes program area, program title, Idaho code number, and effective date. The tasks are organized into 11 modules each consisting of 3 to 17 tasks. The module titles are as follows: demonstrate employability skills and habits; assist in preparing prescriptions; intravenous admixture services; maintain inventory; demonstrate clerical skills; demonstrate effective human relations and communication skills; apply good housekeeping procedures; apply ethics and legal standards; assist with institutional drug distribution; demonstrate knowledge of basic pharmaceutical chemistry, anatomy, and physiology; and demonstrate universal precautions. The report concludes with a listing of six issues, concerns, and considerations of the Pharmacy Technician Technical Committee. (YLB)

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Vo. Ed. 259T

TECHNICAL COMMITTEE REPORT FOR

PHARMACY TECHNICIAN

Invest in Success

IDAHO VTE VOCATIONAL TECHNICAL EDUCATION

STATE DIVISION OF VOCATIONAL EDUCATION

1992

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Boise

Diane Bilyeu
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Division of Vocational Education

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INTRODUCTION

The curriculum development process undertaken by the Idaho Division of Vocational Education involves the active use of industry personnel. Industry personnel comprise the sole membership on Technical Committees which are responsible for the development of Task Lists for each program. A Technical Committee Report is prepared on completion of the Committee's assignment. This publication is the Technical Committee Report.

The Task List prepared in the Technical Committee Report reflect the current trends and skills necessary for an employee to: 1) Obtain a job in Idaho's industry, 2) retain a job once hired, and, 3) to advance in the occupational field. Task Lists are grouped according to Duty areas generally used in industry settings. Duty areas are used as the basis for modules in the Statewide Curriculum Guide development process. The Technical Committee segment is the single most significant step in the curriculum development process. All future curriculum activities are predicated on the premise that an accurate picture of industry needs are reflected in the Task List.

Instructional personnel are selected to develop the Statewide Curriculum Guide. These instructors write Performance Objectives for each Task and the subsequent Enabling Objectives for each Performance Objective. The committee members prepare all material in a competency-based format so as to have an effective and efficient methodology for determining student progress. The Statewide Guides are designed as the prime determiner of program content. All programs must follow the established Guide in order to be approved for operation. Any deviation from this Guide requires written approval from the respective program supervisor at the Division of Vocational Education. It is not the intent of the Division that all programs be designed to be exactly the same, but assurance is needed to ensure that the program meets the minimum standards for operation, based on the community needs, equipment, and facilities available to the local school or institution.

The Technical Committee Report does not dictate the level of instruction The Task List developed represents the entire occupational field. Schools and Institutions determine what skills can be taught and what depth of instruction can be provided. They must choose the Tasks to be taught from the Technical Committee Report but are free to determine how many or which ones can be incorporated into their program.

The Technical Committee Report is also used as the primary list for generating Student Profiles. These Profiles are used as a cumulative record of each student's progress. They are printed in a folder format and have levels of performance scales for each Task so that student competence can be recorded for individual skills or tasks. This document will become the main component for Articulation activities in the event that the student desires to go on for additional training or education.

ACKNOWLEDGEMENTS

The Technical Committee process involves personnel from industry who are selected by the Division with assistance from the State Council on Vocational Education. People who serve on the Committees are nominated by local administrators. They generally come from local advisory committees for existing Vocational Education programs or are community representatives in a capacity to provide the necessary information about industry needs. These people serve with the approval of their employers and give their time and energies to the project without cost. The Division provides reimbursement for per diem and travel. We are indebted greatly to these industry representatives and to their employers for the resources so freely given to the pursuit of ensuring that Idaho students receive the most current training and education possible and that which is demanded by industry.

To this end, the Division recognizes the following people who served on the Pharmacy Technician Committee: Dr. Robert W. Goettsch, Pocatello; Dr. Ray Maddox, Pocatello; Don Tolley, Caldwell; Carla Dirk, Pocatello; Joan Brogan, Coeur d' Alene; Patricia Krisner, Coeur d' Alene; Richard Markuson, Boise; Don Klaudt, Coeur d' Alene; Al Frisk, Boise; and Butch Groothus, Boise.

Your support and assistance was very greatly appreciated. Your patience for enduring the educational process is also noted. The students and instructional staff will be much more able to accomplish their respective goals as a result of your contributions.

Dorothy Witmer, Supervisor
Health Occupations Education

Don Eshelby
Director of Program Services

COMMITTEE MEMBERS

Dr. Robert W. Goettsch
Professor of Pharmaceuticals
Idaho State University
Pocatello

Dr. Ray R. Maddox, Chairman
Dept. of Pharmacy Practice
and Administrative Sciences
Idaho State University
Pocatello

Don Tolley, Pharmacist
Caldwell

Carla Dirk, Pharmacist
Director of Pharmacy
Bannock Regional Medical Center
Pocatello

Joan Brogan, Director
Nursing and Allied Health
North Idaho College
Coeur d' Alene

Patricia Krisner, Pharmacist
Instructor, Pharmacy Assistant Program
North Idaho College
Coeur d' Alene

Richard Markuson, R.Ph., Executive Director
Idaho Board of Pharmacy
Boise

Don Klaudt, Pharmacist
Kootenai Medical Center
Coeur d'Alene

Al Frisk, Pharmacist/Instructor
American Institute of Health Technology. Inc.
Boise

Butch Groothus, Administrator
American Institute of Health Technology, Inc.
Boise

TASK LIST

The task list is a set of occupational skills or "tasks" which are grouped by modules. Each task describes an occupational activity that, when performed, will result in a finished process or product. The nature of the finished process or product can vary, but should always allow an evaluation using the standards which address the operation, appearance, dimensions, or similar characteristics. Idaho utilizes a Technical Committee comprised of industry personnel to develop the task listing. The task list serves as the basis for additional curriculum development activities.

The tasks contained in each module represent the fundamental activities that should be required of any student seeking institutional credit for performing at an acceptable level of competency. The tasks are sequenced to reflect a progression from the curriculum standards which are unique to an institution's instructional program and which should be added upon approval of the administration.

The capacity for providing instructional experiences and practical application of the tasks contained in each module will determine the scope of the vocational-technical program. Primary considerations of capacity will obviously be the availability of equipment and the expertise of the instructional staff.

Individual records of student progress based on the task list should be developed or adapted by the vocational institution for use in recording the student's attainment of competency by task and module.

STUDENT PERFORMANCE STANDARDS

EFFECTIVE DATE: December 30, 1991

PROGRAM AREA: Health Occupations

SECONDARY:

PROGRAM TITLE: Pharmacy Technician

POSTSECONDARY:

IDAHO CODE NUMBER: 2095

CIP NUMBER: 17.0507

01.0 DEMONSTRATE EMPLOYABILITY SKILLS AND HABITS

The student will be able to:

01.01 Identify goals of the program.
01.02 Identify drug distribution system--community, institutional.
01.03 Recognize importance of accuracy.
01.04 Practice good personal hygiene, grooming and work habits.
01.05 Recognize importance of contribution of others.
01.06 Recognize the need and plan for continuing education.
01.07 Accept supervision and follow directions
01.08 Identify responsibilities of employer and employee.
01.09 Recognize the need to maintain confidentiality.
01.10 Practice time management, setting priorities and appropriate job changes.
01.11 Demonstrate job seeking and keeping skills.

02.0 ASSIST IN PREPARING PRESCRIPTIONS

The student will be able to:

02.01 Identify basic prescription requirements.
02.02 Complete prescription form, names, address, dates, medical schemes.
02.03 Display knowledge of trade names and generic name equivalents.
02.04 Identify legal classification of drugs, prescriptions.
02.05 Define major pharmaceutical and medical terminology symbols and abbreviations.
02.06 Apply pharmaceutical calculations.
02.07 Identify routes of administration.
02.08 Identify dosage forms.
02.09 Identify relationship of companion O.T.C. products and supplies.
02.10 Process prescription according to pharmacy policy and regulations.
02.11 Apply error free procedures.
02.12 Identify types and uses of containers.
02.13 Collect, count and pour drugs.
02.14 Apply compounding and reconstitution skills.
02.15 Apply packaging skills.
02.16 Apply proper labeling skills.
02.17 Price prescription and prepare receipts.

03.0 INTRAVENOUS ADMIXTURE SERVICES

The student will be able to:

03.01 Practice aseptic techniques.
03.02 Reconstitute drugs per specifications.
03.03 Calculate strength of dosage.
03.04 Prepare daily intravenous solutions.
03.05 Prepare special drugs and fluids manually.
03.06 Clean laminar hood according to procedure.
03.07 Demonstrate ability to work in vertical and horizontal laminar hoods.
03.08 Demonstrate appropriate aseptic technique for oncology medications.
03.09 Maintain quality control records.

04.0 MAINTAIN INVENTORY

The student will be able to:

04.01 Identify methods of keeping inventory.
04.02 Order drugs and supplies and maintain stock levels.
04.03 Check invoice against stock receipt.
04.04 Store and rotate stock.
04.05 Recognize storage and display requirements of various drugs, poisons, pesticides, and other hazardous material.
04.06 Repackage and label drugs received in quantity according to legal responsibility.
04.07 Apply reorder procedures.
04.08 Identify and dispose expired medications when appropriate.

05.0 DEMONSTRATE CLERICAL SKILLS

The student will be able to:

05.01 Assist with recording controlled substances.
05.02 Process invoices according to pharmacy policy.
05.03 Maintain proper prescription data and records.
05.04 Assist in the maintenance of records of controlled substances and narcotic drug distribution.
05.05 Complete third party payment records.
05.06 Demonstrate computer literacy skills.
05.07 Order entry of prescriptions.
05.08 Type prescription labels.
05.09 Demonstrate working knowledge of various business machines.
05.10 Enter and access information.
05.11 Use pharmacy reference material and drug information.

06.0 DEMONSTRATE EFFECTIVE HUMAN RELATIONS AND COMMUNICATION SKILLS

The student will be able to:

- **06.01 Acknowledge and greet customers.**
- **06.02 Recognize the problems of the patient or customer.**
- **06.03 Apply professional service, personality and attitude.**
- **06.04 Manage customers with problems.**
- **06.05 Address unusual situations according to pharmacy policy.**
- **06.06 Listen effectively.**
- **06.07 Recognize when and when not to give advice.**
- **06.08 Interpret and follow verbal and written communication.**
- **06.09 Use appropriate vocabulary.**
- **06.10 Use appropriate telephone etiquette.**
- **06.11 Follow check points according to pharmacy policy.**
- **06.12 Follow lines of communication.**
- **06.13 Develop effective working relationships with others in the institution and community.**

07.0 APPLY GOOD HOUSEKEEPING PROCEDURES

The student will be able to:

- **07.01 Dust dispensary shelves and stock**
- **07.02 Wash compounding equipment.**
- **07.03 Maintain clean and uncluttered work area.**

08.0 APPLY ETHICS AND LEGAL STANDARDS

The student will be able to:

- **08.01 Comply with ethical guidelines.**
- **08.02 Comply with appropriate regulations.**
- **08.03 Apply patient confidentiality procedures.**
- **08.04 Identify responsibilities of pharmacist and pharmacy technician and apply to work situation.**
- **08.05 Discuss the significance and scope of current national and Idaho law and administrative rules as they relate to the practice of the pharmacy technician.**
- **08.06 Discuss medical legal concepts as they relate to the practice of pharmacy technology.**
- **08.07 Discuss the need for accurate medical documentation and recordkeeping.**
- **08.08 State valid reasons for confidentiality of patient information.**
- **08.09 Discuss the patients BILL OF RIGHTS/American Hospital Association.**
- **08.10 Identify controlled substance schedules.**
- **08.11 Discuss "Right to Know" Act with respect to hazardous materials.**
- **08.12 Discuss Controlled Substances Act and Poison Prevention Packaging Act.**

09.0 ASSIST WITH INSTITUTIONAL DRUG DISTRIBUTION

The student will be able to:

- **09.01 Read and follow doctors' orders.**
- **09.02 Refer order to proper area.**
- **09.03 Calculate dosage quantities.**
- **09.04 Select drugs according to orders.**
- **09.05 Maintain patient profiles.**
- **09.06 Determine and maintain adequate quantity of medicine per filling period.**
- **09.07 Charge and credit patients' medicines.**
- **09.08 Label prescriptions and drugs.**
- **09.09 Assist with compounding extemporaneous preparations.**
- **09.10 Assist with requirements in the disposition of controlled substances.**

10.0 DEMONSTRATE KNOWLEDGE OF BASIC PHARMACEUTICAL CHEMISTRY, ANATOMY, AND PHYSIOLOGY

The student will be able to:

- **10.01 Predict physical and chemical incompatibilities.**
- **10.02 Describe electrolyte balances.**
- **10.03 Relate the general classes of drugs and their main action and side effects to anatomy and physiology principles.**

11.0 DEMONSTRATE UNIVERSAL PRECAUTIONS

The student will be able to:

- **11.01 Describe the epidemiology and modes of transmission and prevention of HIV, HBV infections and other bloodborne infectious diseases.**
- **11.02 Describe types of personal protective equipment and their appropriate uses.**
- **11.03 Demonstrate workplace practices of infection control according to facility policies.**
- **11.04 Relate precautionary measures outlined in the CDC guidelines to pharmaceutical practice.**
- **11.05 Explain the hepatitis B vaccination program according to facility policy.**

Issues, Concerns and Considerations of the

PHARMACY TECHNICIAN TECHNICAL COMMITTEE

1. Purpose of the Technical Committee: To establish a task listing of what the pharmacy support person will be able to do at the end of a training program. The task listing serves as a foundation for standardized curriculum development for all like programs in Idaho.

2. The national study of supportive personnel currently underway must be followed. It is expected the scope of practice will change for the Pharmacist and for supportive personnel. As the role of Pharmacist increases (i.e. counseling clients) the role of supportive personnel will change.

3. The Board of Pharmacy has considered the need to certify or license supportive pharmacy personnel. Policing or monitoring these personnel presents a problem for the Board.

4. American Institute of Health Technology has taken the direction of having their students in the Pharmacy Technician program to take the national examination. Possibly this examination is preferred because of intrastate acceptance rather than Idaho certification/licensing.

5. Name for the graduate training program will be designated as Pharmacy Technician - agreement by consensus of the committee. This person will be licensed or certified by the Board of Pharmacy.

6. The curriculum review process for the Pharmacy Technician Program should include representation from Idaho State University College of Pharmacy. The curriculum must also be updated to meet changes occurring in the field of practice.

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